

REMYA K R

BUSINESS PROCESS ASSOCIATE



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📍 North Paravoor, Ernakulam

📅 11-03-1994

💍 Married

PROFILE

I am a talented, ambitious and hardworking individual, with broad skills and experience in Accounting and Voice and Non voice Process.

SKILLS

- Tally ERP
- Proficiency in MS Excel, Word & PowerPoint
- GST & TDS
- Book Keeping
- good verbal and communication skill(English&Malayalam)
- Strong Multi Tasking Skills
- fast typists
- Critical thinking
- proficiency in CRM Software

AWARD

Key Quality 2019

EDUCATION

B. COM COMPUTER APPLICATION

S N Art's & Science College
Kedamangalam 2011-2014

MASTER OF BUSINESS ADMINISTRATION

MG University Kottayam
2014 - 2016 (Course Completed)

EXPERIENCE

BUSINESS PROCESS ASSOCIATE

Aabasoft Technologies India private limited, Infopark cochin

2019 February- 2022 October (Voice & Non-voice) Government project

- Manage large amounts of inbound (Domestic) and outbound calls(International) in a timely manner & answer inbound calls, evaluate problems and complaints of the callers, provide proper solutions, respond to the needs of customers, answer support tickets, emails, and live chat.
- Training and onboarding new call center agents
- Accurately recording customer information in customer relationship management (CRM) software
- follow up with customers after the first interaction to inform them once the issue is resolved or update them on the progress.
- Provide high-quality **customer service** experience to all callers by actively listening to customer **complaints** and **resolving problems** quickly and efficiently.

ACCOUNT EXECUTIVE

Alliance Tv & Appliances North Paravoor 2015 -2018

- Accounting entries, invoice preparation and purchase entries.
- Recording accounts payables and accounts receivables.
- Filing records of daily transactions.
- Preparation of balance sheets.
- Reconciliation of bank statements.
- E Filing of TDS and GST returns.
- Knowledge of Tally ERP and MS Excel.
- Knowledge of VAT, sales tax, Profession tax,